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Bib Data Sheet

CONFIRMATION NO. 3235

<b>SERIAL NUMBER</b> 09/748,069	<b>FILING DATE</b> 12/22/2000 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2642	<b>ATTORNEY DOCKET NO.</b> 12658SSUS01U	
<b>APPLICANTS</b> Marcus O'Sullivan, Cupertino, CA; Michael Frawley, Clare, IRELAND;					
<b>** CONTINUING DATA *****</b>					
<b>** FOREIGN APPLICATIONS *****</b>					
<b>IF REQUIRED, FOREIGN FILING LICENSE</b> <b>GRANTED ** 05/03/2001</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged <u>                    </u> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 6	<b>TOTAL CLAIMS</b> 37	<b>INDEPENDENT CLAIMS</b> 5
<b>ADDRESS</b> Bruce E. Garlick Garlick & Harrison P.O.Box 691 Spicewood, TX 78669-0691					
<b>TITLE</b> Network spanning heterogeneous call center and method of operation					
<b>FILING FEE RECEIVED</b> 1306	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		